Enterprise Incident Report September 2012

As of **10/1/2012**

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Community and Culture	Application Services	Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Application Support	Yong No	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0

Community and Culture

			High	Low	Medium	FCR Total
Community and Culture	Metro A Desktop Support	Eric Sedgwick	0 0	7 0	0 0	7 0
		Michael Barth	0 0	16 2	0 0	16 2
		Assigned to Individual Total	0 0	24 2	0 0	24 2
	Metro A Help Desk	Ed Conrad	0 0	9 8	0 0	9 8
		Edward Fortner	0 0	8 7	0 0	8 7
		Liz Evans	0 0	7 7	0 0	7 7
		Assigned to Individual Total	0 0	24 22	0 0	24 22
	Metro A Hosting	Tom Carney	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	2 0	0 0	2 0

Community and Culture

			High	Low	Medium	FCR Total
Community and Culture	Metro B Desktop Support	**Assigned to Individual** **Total**	0 0	8 0	0 0	8 0
	Project Management	Katie Rasmussen	0 0	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	0 0	1 0	1 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual **Total**	0 0	2 2	0 0	2 2
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 1	0 0	3 1
		Assigned to Individual **Total**	0 0	3 1	0 0	3 1
	Assigned Group Total		1 0	73 32	1 0	75 32
Customer Company Total			1 0	73 32	1 0	75 32

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Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Community and Culture	Application Services	Martin Gonzalez	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support	Yong No	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0

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Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Metro A Desktop Support	Eric Sedgwick	0 0	7 0	0 0	7 0
		Michael Barth	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Help Desk	Ed Conrad	0 0	9 0	0 0	9 0
		Edward Fortner	0 0	8 0	0 0	8 0
		Liz Evans	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Hosting	Tom Carney	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	2 0	0 0	2 0

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Community and Culture

			High	Low	Medium	MIR Total
Community and Culture	Metro B Desktop Support	Assigned to Individual Total	0 0	8 0	0 0	8 0
	Project Management	Katie Rasmussen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 0	73 1	1 0	75 1
Customer Company Total			1 0	73 1	1 0	75 1

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Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Community and Culture	Application Services	Martin Gonzalez	0 0.00	2 0.14	0 0.00	2 0.14
		Tony Larsen	0 0.00	2 0.41	0 0.00	2 0.41
		Assigned to Individual Total	0 0.00	4 0.28	0 0.00	4 0.28
	Application Support	Yong No	1 0.20	0 0.00	0 0.00	1 0.20
		Assigned to Individual Total	1 0.20	0 0.00	0 0.00	1 0.20
	Campus Networking	David Sedei	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.17	0 0.00	1 0.17

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Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Metro A Desktop Support	Eric Sedgwick	0 0.00	7 0.20	0 0.00	7 0.20
		Michael Barth	0 0.00	16 0.08	0 0.00	16 0.08
		Assigned to Individual Total	0 0.00	24 0.12	0 0.00	24 0.12
	Metro A Help Desk	Ed Conrad	0 0.00	9 0.04	0 0.00	9 0.04
		Edward Fortner	0 0.00	8 0.02	0 0.00	8 0.02
		Liz Evans	0 0.00	7 0.00	0 0.00	7 0.00
		Assigned to Individual Total	0 0.00	24 0.02	0 0.00	24 0.02
	Metro A Hosting	Tom Carney	0 0.00	3 0.11	0 0.00	3 0.11
		Assigned to Individual Total	0 0.00	3 0.11	0 0.00	3 0.11
	Metro B Desktop Support	Bill Crowther	0 0.00	1 0.13	0 0.00	1 0.13
		Matthew Blunk	0 0.00	1 0.32	0 0.00	1 0.32
		Sean Chadbourne	0 0.00	1 0.34	0 0.00	1 0.34
		Stephanie Young	0 0.00	3 0.21	0 0.00	3 0.21
		Tyler Pearce	0 0.00	2 0.02	0 0.00	2 0.02

Community and Culture

			High	Low	Medium	ATTIR Total
Community and Culture	Metro B Desktop Support	Assigned to Individual Total	0 0.00	8 0.18	0 0.00	8 0.18
	Project Management	Katie Rasmussen	0 0.00	0 0.00	1 0.62	1 0.62
		Assigned to Individual Total	0 0.00	0 0.00	1 0.62	1 0.62
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 0.41	0 0.00	1 0.41
		Martin Gonzalez	0 0.00	1 5.99	0 0.00	1 5.99
		Assigned to Individual Total	0 0.00	2 3.20	0 0.00	2 3.20
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.19	0 0.00	3 0.19
		Assigned to Individual Total	0 0.00	3 0.19	0 0.00	3 0.19
	Assigned Group Total		1 0.20	73 0.18	1 0.62	75 0.19
Customer Company Total			1 0.20	73 0.18	1 0.62	75 0.19

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Community and Culture	Application Services	Martin Gonzalez	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support	Yong No	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	0 0	1 0

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Community and Culture

			High	Low	Medium	MR Total
Community and Culture	Metro A Desktop Support	Eric Sedgwick	0 0	7 0	0 0	7 0
		Michael Barth	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Help Desk	Ed Conrad	0 0	9 0	0 0	9 0
		Edward Fortner	0 0	8 0	0 0	8 0
		Liz Evans	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Metro A Hosting	Tom Carney	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Matthew Blunk	0 0	1 1	0 0	1 1
		Sean Chadbourne	0 0	1 1	0 0	1 1
		Stephanie Young	0 0	3 0	0 0	3 0
		Tyler Pearce	0 0	2 0	0 0	2 0

Community and Culture

			High	Low	Medium	MR Total
Community and Culture	Metro B Desktop Support	Assigned to Individual Total	0 0	8 2	0 0	8 2
	Project Management	Katie Rasmussen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Technical Lead/Project Manager	Danielle Hood	0 0	1 1	0 0	1 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		1 0	73 4	1 0	75 4
Customer Company Total			1 0	73 4	1 0	75 4

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Community and Culture	Application Services	Martin Gonzalez	0 0.00	2 1.60	0 0.00	2 1.60
		Tony Larsen	0 0.00	2 3.98	0 0.00	2 3.98
		Assigned to Individual Total	0 0.00	4 2.79	0 0.00	4 2.79
	Application Support	Yong No	1 1.25	0 0.00	0 0.00	1 1.25
		Assigned to Individual Total	1 1.25	0 0.00	0 0.00	1 1.25
	Campus Networking	David Sedei	0 0.00	1 5.84	0 0.00	1 5.84
		Assigned to Individual Total	0 0.00	1 5.84	0 0.00	1 5.84
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.03	0 0.00	3 0.03
		Assigned to Individual Total	0 0.00	4 0.02	0 0.00	4 0.02
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.76	0 0.00	1 0.76

Community and Culture

			High	Low	Medium	ATTR Total
Community and Culture	Metro A Desktop Support	Eric Sedgwick	0 0.00	7 0.23	0 0.00	7 0.23
		Michael Barth	0 0.00	16 0.30	0 0.00	16 0.30
		Assigned to Individual Total	0 0.00	24 0.30	0 0.00	24 0.30
	Metro A Help Desk	Ed Conrad	0 0.00	9 0.26	0 0.00	9 0.26
		Edward Fortner	0 0.00	8 0.07	0 0.00	8 0.07
		Liz Evans	0 0.00	7 0.11	0 0.00	7 0.11
		Assigned to Individual Total	0 0.00	24 0.16	0 0.00	24 0.16
	Metro A Hosting	Tom Carney	0 0.00	3 1.54	0 0.00	3 1.54
		Assigned to Individual Total	0 0.00	3 1.54	0 0.00	3 1.54
	Metro B Desktop Support	Bill Crowther	0 0.00	1 0.36	0 0.00	1 0.36
		Matthew Blunk	0 0.00	1 11.47	0 0.00	1 11.47
		Sean Chadbourne	0 0.00	1 6.52	0 0.00	1 6.52
		Stephanie Young	0 0.00	3 0.93	0 0.00	3 0.93
		Tyler Pearce	0 0.00	2 0.12	0 0.00	2 0.12

Community and Culture

			High	Low	Medium	ATTR Total
Community and Culture	Metro B Desktop Support	Assigned to Individual Total	0 0.00	8 2.67	0 0.00	8 2.67
	Project Management	Katie Rasmussen	0 0.00	0 0.00	1 2.90	1 2.90
		Assigned to Individual Total	0 0.00	0 0.00	1 2.90	1 2.90
	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 7.15	0 0.00	1 7.15
		Martin Gonzalez	0 0.00	1 6.54	0 0.00	1 6.54
		Assigned to Individual Total	0 0.00	2 6.85	0 0.00	2 6.85
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.61	0 0.00	3 0.61
		Assigned to Individual Total	0 0.00	3 0.61	0 0.00	3 0.61
	Assigned Group Total		1 1.25	73 0.96	1 2.90	75 0.99
Customer Company Total			1 1.25	73 0.96	1 2.90	75 0.99

Community and Culture

Detail

INC000000565294	LaDawn Stoddard	Application	Error	Novell GroupWise		TIR Missed: No	0.32
Application Services	Tony Larsen	Community and Culture		Low	Resolved	TTR Missed: No	2.05
INC000000571033	Alycia Aldrich	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Eric Sedgwick	Community and Culture		Low	Closed	TTR Missed: No	0.01
INC000000571684	Felicia Baca	None	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Michael Barth	Community and Culture		Low	Closed	TTR Missed: No	0.06
INC000000571888	Craig Neilson	Application	None	Novell GroupWise		TIR Missed: No	0.50
Application Services	Tony Larsen	Community and Culture		Low	Closed	TTR Missed: No	5.92
INC000000572361	Lisa F Nelson	Server	None	None		TIR Missed: No	0.14
Metro A Hosting	Tom Carney	Community and Culture		Low	Closed	TTR Missed: No	1.84
INC000000572389	Alycia Aldrich	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro A Desktop Support	Eric Sedgwick	Community and Culture		Low	Closed	TTR Missed: No	0.18
INC000000572403	Kristen Rogers-Iversen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture		Low	Closed	TTR Missed: No	0.00
INC000000572411	Kristen Rogers-Iversen	Application	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture		Low	Closed	TTR Missed: No	0.11
INC000000572629	Don Hartley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
Metro A Help Desk	Edward Fortner	Community and Culture		Low	Closed	TTR Missed: No	0.41
INC000000572783	Kristen Rogers-Iversen	PC/Laptop	None	None		TIR Missed: No	0.60
Metro A Desktop Support	Eric Sedgwick	Community and Culture		Low	Closed	TTR Missed: No	0.60
INC000000572791	Shirlee Silversmith	Application	None	None		TIR Missed: No	0.48
Metro A Desktop Support	Eric Sedgwick	Community and Culture		Low	Closed	TTR Missed: No	0.48
INC000000572881	Leah Piccolo	Application	None	Proofpoint Email Security		TIR Missed: No	0.29
Application Services	Martin Gonzalez	Community and Culture		Low	Closed	TTR Missed: No	2.56
INC000000573058	Britton Lund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Community and Culture		Low	Closed	TTR Missed: No	0.00
INC000000573085	Britton Lund	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Community and Culture		Low	Closed	TTR Missed: No	0.00
INC000000573122	Kathy Kirtz	None	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Eric Sedgwick	Community and Culture		Low	Closed	TTR Missed: No	0.06
INC000000573157	Debbie Dahl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Community and Culture		Low	Closed	TTR Missed: No	0.33

Community and Culture

INC000000573257	Debbie Dahl	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000573507	Michael Harris	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000573917	Kimbal Hale	PC/Laptop	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.27
INC000000574040	Jean Irwin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.27
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	1.33
INC000000574803	Jean Irwin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.35
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.35
INC000000574834	Alycia Aldrich	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.13
Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low	Closed	TTR Missed: No	0.13
INC000000575400	Deb A Miller	PC/Laptop	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.45
INC000000575410	Felicia Baca	Application	None	Adobe Contribute	TIR Missed: No	0.05
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.05
INC000000575566	Kathy Kirtz	Network	Error	None	TIR Missed: No	0.00
Campus Networking	David Sedei	Community and Culture	Low	Closed	TTR Missed: No	5.84
INC000000575669	Alycia Aldrich	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.35
INC000000575912	Jonathan Sharp	Application	Reporting	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	0.09
INC000000576164	Vicki Smith	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed: No	0.19
INC000000576307	Debbie Dahl	None	None	None	TIR Missed: No	0.17
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.76
INC000000576426	Marjorie Moore	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.02
INC000000576864	Marjorie Moore	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000576966	Wendi Hassan	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	0.08
INC000000577216	Jonathan Sharp	Application	Error	Gmail	TIR Missed: No	0.32
Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: Yes	11.47

Community and Culture

Incident	Customer	Group/Assignee	Tier 1	Tier 2	Product	Priority	Status	TIR/TTR Missed	Value
INC000000577270	Ronald Van Harten		Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad			Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000577456	Tracy Healey		Application	Error	Gmail			TIR Missed: No	0.41
	Technical Lead/Project Manager	Danielle Hood			Community and Culture	Low	Resolved	TTR Missed: Yes	7.15
INC000000577549	Roxann Rose		None	None	None			TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce			Community and Culture	Low	Closed	TTR Missed: No	0.04
INC000000577713	Karma Clevenger		None	None	None			TIR Missed: No	0.17
	Metro A Hosting	Tom Carney			Community and Culture	Low	Closed	TTR Missed: No	1.94
INC000000577807	Scott Brooks		Application	Error	None			TIR Missed: No	0.00
	Metro A Hosting	Tom Carney			Community and Culture	Low	Closed	TTR Missed: No	0.84
INC000000577855	Kristen Jensen		Application	Error	None			TIR Missed: No	0.62
	Project Management	Katie Rasmussen			Community and Culture	Medium	Closed	TTR Missed: No	2.90
INC000000577916	Tracy Healey		Application	Error	Gmail			TIR Missed: Yes	5.99
	Technical Lead/Project Manager	Martin Gonzalez			Community and Culture	Low	Closed	TTR Missed: Yes	6.54
INC000000578301	Marjorie Moore		Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad			Community and Culture	Low	Closed	TTR Missed: No	0.31
INC000000578400	Jean Irwin		Application	Error	None			TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad			Community and Culture	Low	Closed	TTR Missed: No	0.53
INC000000579098	Kristen Rogers-Iversen		Telecom	None	None			TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen			Community and Culture	Low	Resolved	TTR Missed: No	0.63
INC000000579125	Barbara Murphy		Network	None	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum			Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000579215	Maryellen Martinez		None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad			Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000580318	Marjorie Moore		Application	Error	Gmail			TIR Missed: No	0.00
	Application Services	Martin Gonzalez			Community and Culture	Low	Resolved	TTR Missed: No	0.64
INC000000580323	Michael X Hansen		Application	Error	Contribute			TIR Missed: No	0.20
	Application Support	Yong No			Community and Culture	High	Closed	TTR Missed: No	1.25
INC000000580328	Jonathan Sharp		None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner			Community and Culture	Low	Resolved	TTR Missed: No	
INC000000580630	Diana Walker		None	None	None			TIR Missed: No	0.34
	Metro B Desktop Support	Sean Chadbourne			Community and Culture	Low	Resolved	TTR Missed: Yes	6.52
INC000000580895	Debbie Reese		None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner			Community and Culture	Low	Resolved	TTR Missed: No	0.08

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INC000000581139	David Pace	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Community and Culture	Low		Resolved	TTR Missed: No	0.60
INC000000581324	Paula Stuart	Application	None	None			TIR Missed: No	0.36
	Metro B Desktop Support	Stephanie Young	Community and Culture	Low		Resolved	TTR Missed: No	2.27
INC000000581470	Alyssa Grove	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low		Resolved	TTR Missed: No	0.00
INC000000581539	Wendi Hassan	Application	None	Content Manager			TIR Missed: No	0.14
	Metro A Desktop Support	Eric Sedgwick	Community and Culture	Low		Resolved	TTR Missed: No	0.14
INC000000582059	Margaret Hunt	Application	Password	PGP			TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Community and Culture	Low		Resolved	TTR Missed: No	0.58
INC000000582528	Lisa Buckmiller	PC/Laptop	Hardware	None			TIR Missed: No	0.37
	Metro A Desktop Support	Michael Barth	Community and Culture	Low		Resolved	TTR Missed: No	0.43
INC000000582617	Doug Gould	Application	Reporting	None			TIR Missed: No	0.23
	Metro B Desktop Support	Stephanie Young	Community and Culture	Low		Resolved	TTR Missed: No	0.48
INC000000582970	Alyssa Grove	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low		Resolved	TTR Missed: No	0.00
INC000000582972	Felicia Baca	Application	Error	Microsoft Word			TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Community and Culture	Low		Resolved	TTR Missed: No	0.09
INC000000583319	David Valentine	Telecom	Call/Receive	Telephone			TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low		Resolved	TTR Missed: No	0.59
INC000000583323	Julie A Anderson	Telecom	Call/Receive	Telephone			TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low		Resolved	TTR Missed: No	0.61
INC000000583353	Debbie Reese	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low		Resolved	TTR Missed: No	0.37
INC000000583465	Kelly K Anderson	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Community and Culture	Low		Resolved	TTR Missed: No	0.00
INC000000583936	Laura Durham	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low		Resolved	TTR Missed: No	0.97
INC000000583954	Jimmy Glenn	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low		Resolved	TTR Missed: No	0.00
INC000000584088	Maryellen Martinez	None	None	None			TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Community and Culture	Low		Resolved	TTR Missed: No	0.36
INC000000584215	Kristen Jensen	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Community and Culture	Low		Resolved	TTR Missed: No	0.31

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INC000000584500	Leah Piccolo	Network	Error	Microsoft Windows 7		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000584559	Maryellen Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
Metro B Desktop Support	Stephanie Young	Community and Culture	Low	Resolved	TTR Missed: No	0.05
INC000000584609	Kristen Jensen	Application	Error	Microsoft Word		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.10
INC000000584676	Laura Durham	Network	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000584808	Justin Howland	PC/Laptop	None	None		TIR Missed: No	0.10
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.10
INC000000584844	Lori Hunsaker	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	0.10
INC000000584867	Janice Reed-Campbell	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000585575	Laura Durham	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Community and Culture	Low	Resolved	TTR Missed: No	0.00